

# Novel Coronavirus (COVID-19)

## Guidance for Staff Support in Quarantine and Isolation Hotels and RVs

### Guidance for Support Staff in RV and Hotel Q/I Sites

This guidance is for staff that are supporting those in isolation or quarantine for Coronavirus Disease (COVID-19). Public Health will work closely with support staff and the guests to ensure everyone's health and safety.

*This document was created in the first few weeks of the pandemic. We have added notes in red italicized text to give a sense of how this set of guidelines evolved over time. Most of the changes occurred in the first 90 days of the response.*

#### DELIVERY AND PICK UP OF ALL ITEMS

To avoid any physical contact, staff and guest must use the telephone to arrange for any item to be delivered or picked up from the room. This includes items such as food, linens, laundry, mail, and trash.



##### *Delivery procedure to the guest's room:*

- The guest should call staff to request deliveries or pick up.
- Staff should:
  - Call the guest back to let them know that their delivery will be made in 5 minutes. <sup>1.</sup>
  - Place the item(s) in front of the room door.
  - Knock on the door and call out that you are staff with a delivery.
  - Leave immediately. Do not wait for the guest to open the door.
- The guest should wait 30 seconds before opening door and getting the item(s).

*<sup>1.</sup> As the client census increased, it became obvious that we could not respond to a client's requests in real time. The Welcome Packet was adjusted to show 4 standard delivery times per day, except for urgent needs. Clients were directed to call to place their order, that would be delivered at the next scheduled time.*

#### FOOD

Food should be provided to all guests at least three times per day. <sup>2.</sup> Food should be delivered in a disposable bag, box, or tray and served with a single-use plate, bowl, cup, utensil, etc. Food is to be delivered using the delivery steps above. If food will be provided for storage and preparation, ensure that refrigerator can maintain food at 41°F or below. Provide single-use utensils when possible.



##### *Pick up procedure from the guest's room:*

- The guest should:
  - Call staff to request that an item be picked up and ask what time they will get it. <sup>3.</sup>
  - Leave the item outside the room at the assigned time.
- Staff should pick up the item(s) promptly, following the guidance above.

*<sup>2.</sup> As the client census increased, it became apparent that it did not make sense to deliver meals three times per day. We shifted to one catering delivery per day 06:00-07:00 for all 3 microwavable meals, which were then sorted and delivered to each client as a set. All client rooms had both a small hotel sized refrigerator and a microwave to allow safe storage and convenient preparation whenever the client wished to eat.*

*<sup>3.</sup> Again, for efficiency, we restricted the types of requests a client could make. We added large,*

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*lined trash cans and biowaste containers outside the client rooms for easy disposal of trash and infectious waste. Clients could place their trash cans outside their rooms for emptying and relining and they could request large trash bags if they had a large amount of trash. They were directed to tie the bags shut and set them outside their rooms for later disposal by staff. Until it we knew the trash bags did not represent an infection risk, staff would spray the bags with disinfectant before placing in the large trash bins.*

### LAUNDRY<sup>4</sup>.



- The guest will:
  - Place worn clothing or soiled linens in a plastic bag and seal the top with a knot.
  - Use “pick up procedure” above – calling staff and leaving laundry outside the door.
- Staff will wear gloves and an N95 respirator to:
  - Collect the sealed bag.
  - Wash clothing/linen in hot water if possible and use color-safe bleach.
  - Dry clothing/linen on a high heat setting.
  - Remove and throw away gloves, then N95 respirator, and wash hands immediately.

*<sup>4</sup>. Very quickly it became apparent that doing personal laundry for guests required a major investment of time that was not sensible during a pandemic, and we eliminated the service. We shifted to providing new underwear, athletic shorts, sandals, and sweat clothes on a request basis.*

### TRASH<sup>5</sup>.

Use typical engineering and administrative controls, safe work practices, and PPE such as puncture-resistant gloves and face/eye protection, to prevent worker exposure to medical waste, including sharps and other items that can cause injuries or exposures to infectious materials. For additional information, consult the regulated medical waste information in CDC’s guidelines for environmental infection control in healthcare facilities.

Staff will wear gloves and a N95 respirator to:

- Collect the sealed trash bag and immediately put it into a secure or locked trash bin.
- Remove and throw away gloves, then N95 respirator, and wash hands immediately.

The guest will:

- Place trash in a plastic bag, spray disinfectant and seal the top with a knot.
- Use “pick up procedure” above – calling support staff and leaving trash outside the door.

*<sup>5</sup>. Over time it was determined that trash generated by infected clients was not a major transmission vector and we relaxed the guidelines requiring only a surgical mask and surgical gloves for handling this trash.*

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### CLEANING



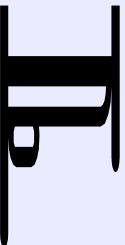
- Staff should not enter the room to clean during the guest's stay.
- Staff may provide disposable cleaning supplies if guest wishes to clean their room. Use trash pickup procedure above to remove waste.
- No-one should enter the room without guidance from Public Health. <sup>6</sup>
- Once guest departs, clean and disinfect with an Environmental Protection Agency (EPA)- registered product. Always follow the instructions on the product labels.
- Use chemicals in well-ventilated area.

***<sup>6</sup> Once the transmission vectors were indentified, DHS established a set of guidelines for moving in all spaces, Cold, Warm, and Hot at all Q/I sites.***

### LINEN/TOWELS/PERSONAL HYGIENE <sup>7</sup>.

Ensure an adequate amount of linens, towels and toiletry items are provided. If additional supplies are required, follow delivery and pick up instructions above. Recommend stocking with at least 3-day supply: 3 large towels; 3 small towels; 2 wash cloths, 2 flat sheets; 1 fitted sheet (if available); 2 pillows with cases; multiple toiletry items. <sup>5</sup>.

***<sup>7</sup> For efficiency and lack of demand, we stopped stocking client rooms with extra lines and multiple toiletry items. The Welcome Packet provided to all clients let them know they could request those items if needed. On average, clients requested one change of linens during their stay and one or two extra toiletry items at most.***



- The guest will: <sup>8</sup>
  - Remove the used linen from the bed and towels from the bathroom.
  - Place linen and/or towels in a plastic bag and seal the top with a knot.
  - Use "pick up procedure" – call staff and leaving linen and towels outside the door.

***<sup>8</sup> Once it was determined that client linens were not highly infectious, we moved to clients placing their dirty linens in blue/white striped linen bags provided by the vendor and then placing those bags outside their door for pickup by the housekeeping staff (wearing surgical gloves and face masks).***

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### MAINTENANCE AND REPAIR <sup>9</sup>.



Maintenance inside the room should be delayed until after the guest checks out. If repairs are needed in the room, Public Health should be called to discuss the plan, including removing the guest from the room. Staff should not enter the room without guidance from Public Health

- If the guest is unable to leave the room during the repair, they should wear a surgical mask and stay far away (at least 6 feet) from hotel staff at all times.
- Repair staff should:
  - Wear appropriate Personal Protective Equipment (PPE) such as shoe covers, face shield, gloves, N-95 mask long sleeve shirt, long pants (or coveralls).
  - Make the repairs and leave the room immediately.
  - Remove and throw away shoe covers, face shield, gloves, N-95 mask, and wash hands immediately.
  - Wash clothing or coverall in hot water if possible and use color-safe bleach.
  - Dry clothing on a high-heat setting.

***<sup>9</sup>. It became apparent that maintenance should never be done while a client occupied a room. We made it a standard practice to move the client to a new room, disinfect the room requiring maintenance, and inform the maintenance staff they could enter and make repairs. In cases where the client left the room in a condition too unpleasant for the maintenance team to work, we had the housekeeping staff clean the room first (rare).***

### STAFF REMINDERS

- In any contact with a client, wear a gown, face mask and gloves
- Avoid contact with isolated/quarantined guest as much as possible. If staff must engage with guest(s), maintain a distance of 6 feet.
- Wash hands frequently using warm water and soap.
- Use hand sanitizer (60% alcohol) if no handwashing facility is available.
- For any questions, contact DPH Environmental Health Emergency Preparedness & Response Program at (626)430-5201.

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### CONSIDERATIONS FOR RECREATION VEHICLES (RV)

**We used RV's at the very beginning of the pandemic response for Q/I, however, the proved less than ideal for the following reasons:**

- Inadequate HVAC
- Staff must walk long distances to work with clients
- Too small for families
- Difficult to set up effective security perimeter and posts
- Poor geographic location

**[Therefore, the RV guidelines were never revised.]**

**POTABLE WATER** is required for occupancy of vehicle. Provide potable water from an approved source.

- Clean and disinfect water tank, water lines, and fixtures, and flush with clean water, prior to occupancy. Plumb hard lines to each RV if possible.
  - ENSURE hook-ups are properly connected/installed by ISD or Contractor.
  - PROVIDE an adequate amount of water per day to meet the occupant's sanitary and hygienic needs.
- Recommend providing bottled water for drinking purposes in amounts necessary to satisfy occupant(s).
- If unable to plumb directly into approved water source:
  - FILL onboard tank(s) via City water or an approved mobile water supply service in order to operate sinks, shower, and toilet.
- Upon guest departure, sanitize water and disposal lines, tank, hoses and fixtures; rinse with clean water.

**LIQUID WASTE** is to be properly disposed.

- Ensure all RV's are hooked-up/hard-plumbed to the sewer if possible.
- Prior to occupancy, sanitize waste tanks, waste lines and fixture and flush with clean water.
- If unable to plumb directly to sewer, ensure waste tanks are emptied by an approved method as often as necessary to prevent sewage spill or back-up into RV.
- Ensure occupant can use the RV toilet bowl correctly:
  - Using the foot lever, occupant fills toilet bowl with 2-3 inches of water.
  - After using the toilet, occupant adds low alcohol quaternary ammonia in the bowl
- Occupant flushes toilet with foot lever and allows bowl to drain and rinse.
- Once waste tank(s) are full, drain both the grey tank (shower, sink water) and black tank (toilet water) simultaneously to dilute and rinse waste line and hoses.

**UTILITIES/MAINTENANCE**

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	<ul style="list-style-type: none"><li>• Ensure Carbon Monoxide, Smoke and Propane detection devices are provided and functioning.</li><li>• Ensure RV has functional air conditioner and heater.</li><li>• Ensure utilities are available. If unable to connect directly to utilities:<ul style="list-style-type: none"><li>○ Provide centralized generator for multiple RV units in order to run appliances and control noise, air and odor issues.</li><li>○ Provide an adequate amount of propane to use the stovetop and furnace.</li></ul></li></ul>
<b>PEST CONTROL</b> is required at all times.	
	<ul style="list-style-type: none"><li>• Provide a pest control service to take measures that will ensure RV's are free of rodent/pest infestation and harborage conditions prior to occupancy.</li><li>• Advise guests to notify staff in the event they observe any signs of pests.</li></ul>